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www.hooksettlibrary.org

Volunteer Personnel Policy

This handbook reflects the Hooksett Library personnel policies for volunteers. The Library Board of Trustees will review and modify these policies from time to time to keep them current with changing needs and environment.

Because no two situations are exactly alike, certain policies must have some flexibility. Our goal is to treat each volunteer fairly in individual circumstances. The Hooksett Library Board of Trustees may modify a policy summarized here on those occasions when particular circumstances warrant special consideration.

As you review the Hooksett Library Personnel Handbook, you will notice that terms such as “workplace” and “premises” appear in many of the policies. For most institutions, such terms encompass the buildings and surrounding property that they own or lease. However, the nature of our work as a library requires that our use of these terms have a broader definition. Accordingly, whenever our “workplace” or “premises” is discussed in this handbook, please understand that we are discussing Hooksett Library campus, as well as any remote job site to which you may be assigned to work and any vehicle you may be traveling in or using for Hooksett Library related business. Examples of travel include events such as Hooksett Old Home Day, Hooksett Farmers Market and other town events. Should the occasion arise for a volunteer to use their personal vehicle for library business, proof of insurance shall be requested.

The Hooksett Library Board of Trustees reserves the right to change, revise, or eliminate any of the policies, procedures, or benefits described in this handbook at any time. If and when provisions are changed, this manual will be updated with replacement pages for those sections that have become outdated.

The Hooksett Library is firmly committed to the spirit as well as the laws of non-discrimination on the basis of national origin, religion, race, gender, sexual orientation, age ancestry, marital status, physical and mental challenges, or veteran status.

The Hooksett Library is committed to the principles of the American Library Association *Bill of Rights* and requires each volunteer to abide by the library's mission statement, to further the goals of the library, to fulfill the library's commitment to the ALA *Library Bill of Rights*.

The Board of Trustees encourages all volunteers to channel questions and suggestions to the Library Director for the Board's consideration. We welcome your input.

The Hooksett Library Board of Trustees
June 25, 2012

Receipt and Acknowledgment of Hooksett Library Volunteer Personnel Handbook

This volunteer personnel handbook is an important document intended to help you become acquainted with the Hooksett Library. This handbook will serve as a guide; it is not the final word in all cases. Individual circumstances may call for individual attention

Please read the following statements and sign below to indicate your receipt and acknowledgment of the handbook.

- I have received a copy and understand that it is my obligation to read the Hooksett Library Volunteer Personnel Handbook. I understand that the policies described in the handbook are subject to change at the Hooksett Library's sole discretion at any time.
- I acknowledge that I have the right to terminate my volunteer position with the Hooksett Library at any time without notice. In turn, I acknowledge that the Hooksett Library has the right to terminate my volunteer position in its sole discretion.
- I am aware that during the course of my volunteering, confidential information may be made available to me. I understand that this confidential information must not be given out or used outside of Hooksett Library premises or with non-Hooksett Library employees.
- I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the Hooksett Library Volunteer Personnel Handbook.

Volunteer's Name (please print)

Volunteer's Signature:

Date:

Confidentiality

The Hooksett Library's information and records relating to Hooksett Library business, operations, plans, projects, strategies, employees, or citizens may be confidential. Therefore, employees must treat all matters accordingly. No Hooksett Library information, including, without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of the Library) may be removed from Library premises. Additionally, the contents of the Hooksett Library's records may not be disclosed to anyone, except as required by law. Employees unsure about the confidential nature of specific information are expected to seek clarification from their supervisor. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature.

Personal appearance

Dress, grooming, and personal cleanliness standards affect the business image the Hooksett Library presents to citizens and visitors. The delivery of customer service begins as soon as we have contact with our customer.

During business hours or when representing the Hooksett Library, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. Footwear such as flip-flops or other beach type footwear is not acceptable. Tight-fitting clothing, low riding pants, ripped jeans, tank tops, bare-midriff shirts, shirts with bare backs, casual shorts, mini-skirts, and mini-dresses are not considered workplace appropriate clothing. Exceptions to the personal dress policy may be made for inclement weather. Your supervisor is responsible for establishing a reasonable dress code appropriate to the job you perform.

If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the library until you are properly dressed or groomed. Consult your supervisor if you have questions as to what constitutes appropriate appearance.

Workplace Conduct

Volunteers are expected to follow the same workplace conduct standards as library employees as listed below.

- Workplace violence
- Firearms and deadly weapons
- Smoking
- Workplace searches
- Standards of conduct
- Drugs and alcohol in the workplace and testing

Employees and volunteers must, as a condition of their volunteering at the library, abide by the terms of this entire Workplace Conduct section. A violation of any part of this section will result in dismissal of the volunteer and may also have legal consequences including notification of law enforcement and prosecuting violators to the fullest extent of the law. If you become aware of a violation of any part of this section, you are required to immediately report the matter to the Library Director or the Library Trustees.

Workplace violence

Unfortunately, violence in the workplace has become a reality for many employers. The Library hopes that we never have to face this growing problem. The Library therefore prohibits employees and volunteers from bringing weapons of any type onto any Library property. Violence, verbal or physical threats of violence of any type in the workplace or on Library property will not be tolerated.

Firearms and other deadly weapons

The possession of a firearm or a deadly weapon by any employee or volunteer of the Library on any Library property is strictly prohibited, regardless of whether the person is on duty or not. Possession includes carrying on one's person or being within the control of the firearm, such as contained in a handbag, holster, purse, container, locker, file cabinet, drawer, Library equipment, etc., or having the firearm or deadly weapon in a private vehicle. The possession of a firearm by any employee or volunteer while on duty regardless if they are on or off Library property is also strictly prohibited. A firearm and deadly weapon means a handgun, pistol, revolver, rifle, shotgun, hunting knife, sling shot, BB gun, nomchucks, brass knuckles, bombs, explosives, or any type of a device used for causing harm or fear. Mace and pepper spray are exempt from this policy as long as they are carried with the intent of self-protection only.

Smoking

The Library is committed to providing a safe, healthy, and smoke-free work environment for our employees and all others. Consistent with our commitment and state law, smoking is not allowed in any area of the Library campus. Any employee or volunteer wishing to smoke must do so off Library property.

Workplace searches

All offices, desks, files, lockers, and so forth, are the property of the Library and are issued for the use of volunteers only during their employment with the Library. To safeguard the safety and property of the employees, residents, and the Library, and to help prevent the violation of any section in this handbook, it may become necessary to question volunteers entering and leaving our premises, and to inspect, without prior notice, any packages, parcels, purses, bags, briefcases, lunch boxes, or any other possessions or articles carried to and from Library property. This also includes privately owned vehicles brought onto Library property or at locations where work-related activities are being conducted. In addition, the Library reserves the right to search any volunteer's work space, files, vehicle, or any other area or article on Library property in pursuit of our concern to safeguard the safety and property of volunteers, employees and the

Library. Inspections may be conducted at any time at the discretion of the Library Director or the Board of Trustees.

Volunteers working on, entering or leaving the premises who refuse to cooperate in the questioning or an inspection, as well as volunteers who after the inspection are believed to be in possession of stolen property, any type of a weapon, illegal drugs, alcohol, or anything in violation of these personnel policies, will be subject to dismissal of service.

Standards of conduct

All employees and volunteers are required to comply with normal standards of conduct, which are intended to promote consistency and harmony in the workplace, and to support the missions and objectives of the Library. We recognize that no list can be all inclusive. Incidents may arise that are not covered by the below list which may lead to ending the volunteer position. The following list is intended to be a guide in recognizing certain behaviors which are clearly prohibited and which are considered by the Library to constitute cause for disciplinary action, up to and including dismissal.

Attitude

Using abusive language to any person while at work, creating any type of disturbance, demonstrating a lack of cooperation, verbally abusing a library staff member, volunteer, resident or visitor to the library.

Safety

Violation of safety regulations or endangering the health or safety of other persons; failing to notify supervisor or appropriate contact person of a safety issue.

Volunteer and Employee relations

Using abusive or profane language to another employee or volunteer; negligent or intentional destruction of another employee's personal possessions; threatening bodily harm; intent to strike; striking another employee or volunteer. Using threatening, abusive or profane language or other provocation which might reasonably be expected to result in a disturbance.

Crime

The conviction of any level crime, occurring while at the library or would somehow affect the job responsibilities and duties of the volunteer.

Dishonesty

Dishonesty to a library employee, resident, or visitor to the Library.

Incompetence

Repetition of avoidable mistakes to a point that the mistakes demonstrate a disregard for the Library's interest.

Neglect of duty

Negligence in the performance of duties which conflicts with the Library's's interest. Neglect of duty resulting in inferior work, lack of work, equipment breakdown, or waste of materials, supplies or products.

Theft or destruction of property

The theft or negligent or intentional destruction of any Library property or the personal property of a library staff member, volunteer, resident or visitor.

Insubordination

Acting in an insubordinate manner toward any supervisor/library employee or in disregard of any directive received from a supervisor.

Violation of the Library's policies, procedures or rules

Violating or failing to follow the Library's policies, procedures or rules.

Eeoc, Non-Discrimination, Harassment, Sexual Harassment

If you experience or witness what you believe may be a violation of any of the below categories, you must report the incident to the Library Director. If the employee in question is the Library Director, the incident is to be reported to a member of the Library Board of Trustees. The matter will be promptly investigated and appropriate action will be taken, depending on the nature and severity of any proven incident.

Because the Library takes an allegation of discrimination, harassment, or sexual harassment seriously, we will respond promptly to a complaint. Where it is determined that inappropriate conduct has occurred, and whether or not it rises to the level of legally actionable conduct, the Library will act promptly to eliminate the conduct and implement any necessary remedial or corrective action, including disciplinary action where appropriate.

The Library will conduct all investigations in a discreet manner. Disclosure of complaints will be limited to those with a need to know in order to investigate the complaint and take appropriate remedial action.

The complainant will be informed in a general nature on the outcome of the investigation and whether remedial action is being undertaken by the Library.

Retaliation against an employee, volunteer or person who complains in good faith about any of the below categories, or who participates in good faith in an investigation of a complaint, is a violation of this policy. Retaliation is a form of unlawful harassment and will be handled in the same manner as other forms of harassment. If you believe that you have been subjected to retaliation, you should report the incident to the Library Director. If the retaliator is the Library Director, you should report the incident to a member of the Board of Trustees.

EEOC and non-discrimination

The Library is committed to a policy of equal employment opportunity to all persons based on individual merit, competence and need. The Library will not discriminate against employees, applicants or volunteers based on any legally-protected status, including, but not limited to: veteran or military status, marital status, physical or mental disability, age, race, color, religion, sex, sexual orientation, pregnancy, national origin, genetic information or ancestry.

Harassment

The Library prohibits harassment of any employee or volunteer by another employee, supervisor or volunteer. The Library defines harassment as verbal and physical conduct that denigrates or shows hostility or aversion toward an individual because of their race, color, sex, pregnancy, national origin, ancestry, age, religion, disability, marital status, sexual orientation or veteran status, or that of their relatives, friends, or associates, and that it has the purpose or effect of creating an intimidating, hostile or offensive work environment, has the purpose or effect of unreasonably interfering with an individual's work performance. An employee or volunteer who harasses another employee, volunteer, citizen, or visitor, will be subject to termination of the volunteer agreement.

It is not possible to list all of the circumstances and behaviors that may constitute unlawful harassment in violation of this policy. However, the following are some examples of conduct which may constitute harassment:

- Epithets, slurs, negative stereotyping, or threatening, intimidating or hostile acts that are based on or that relate to race, color, religion, gender, national origin, ancestry, pregnancy, age, disability, sexual orientation, marital status, or veteran status.
- Written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, marital status, pregnancy, national origin, ancestry, age, disability, sexual orientation or veteran status.

The Library prohibits all of the above, whether engaged in by a supervisor, employee, co-worker, or non-employee (such as a vendor or volunteer) who is on Library premises or who comes in contact with our employees or volunteers. Any supervisor or employee who harasses or discriminates against another employee or non-employee will be subject to discipline, up to and including dismissal.

Sexual harassment

The Library's goal is to provide a workplace that is free of sexual harassment. Sexual harassment of employees or volunteers in the workplace or in other settings in which employees or volunteers may find themselves in connection with their employment or volunteer service is unlawful and will not be tolerated by the Library. Further, any retaliation against an individual who has complained about sexual harassment, or, retaliation against an individual who has cooperated in an investigation of sexual harassment, is unlawful and will not be tolerated.

The definition of sexual harassment is defined as:

- An unwelcome sexual advance, a request for a sexual favor, or other verbal, physical, and non-physical conduct of a sexual nature when submission to such conduct is made explicitly or implicitly, as a term or condition of employment; or,
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual, or for awarding or withholding a favorable employment opportunity, evaluation or assistance; or,
- Such conduct has the purpose or effect of unreasonably interfering with an individual's performance at work, or creates an intimidating, hostile, or offensive work environment.

Sexual harassment includes a wide range of behaviors from the actual coercion of sexual relations to unwelcome offensive comments, jokes, innuendoes and other sexually oriented statements and unwelcome behavior emphasizing sexual identity. Sexual harassment may be indirect and even unintentional. Employees and volunteers are prohibited from bringing into the workplace or otherwise displaying any written materials or pictures that are sexually suggestive or offensive in nature.

This section of the personnel policies prohibits all of the activities above, whether engaged in by a supervisor, employee, co-worker, agent, or non-employee who is on Library premises or who comes into contact with Library employees or volunteers.

It is not possible to list all of the additional circumstances and behaviors that may constitute sexual harassment or other inappropriate conduct that will not be tolerated. However, the following are some examples of prohibited conduct:

- Unwelcome sexual advances, whether or not they involve physical touching.
- A sexual epithet; sexual joke; written or oral reference to sexual conduct, gossip regarding one's sex life; a comment on an individual's body; a comment about an individual's sexual activity, deficiencies, or prowess.
- Displaying sexually suggestive objects, pictures, cartoons.
- Leering, whistling, brushing against the body; sexual gestures.
- Suggestive or insulting comments. Inquiries into an individual's sexual experiences.
- Discussion of one's sexual activities.

Experience has shown that a clear statement to the person engaging in the offensive behavior is sometimes all that is necessary to stop the conduct. If you believe you are being harassed, we encourage you to let the person engaging in the conduct know how you feel. However, if you do not feel comfortable taking this step, you are not required to do so. If you believe that you have been subjected to sexual harassment, you should report the incident to the Library Director. If the employee in question is the Library Director, the incident should be reported to a member of the Library Board of Trustees. The matter will be promptly investigated and where it is determined by the Library Director or the Board of Trustees that such inappropriate conduct has occurred, action will be taken to eliminate and correct the conduct. Employees who violate this policy will be subject to disciplinary action, up to and including dismissal, volunteers who violate this policy will be subject to termination of their volunteer agreement.